

Advancing the Team Member Experience

Spotlight on Recognition

Recognition comes in many forms, and research shows the most meaningful recognition is free or very low cost. What it does cost, is your time. Setting aside time as a leader to ensure your team members feel seen and appreciated for their unique talents and contributions is essential. This guide contains tips and tactics from across the organization to help you make the most of recognition in your area/department.



The basics



Know recognition preferences

Everyone experiences appreciation differently. Know your team's recognition preferences to personalize recognition. View your team's recognition registry on [myRecognition](#).



Set aside time

Schedule time on your calendar each week to remind you to recognize your team regularly. At the end of each day, ask yourself, "Who did I thank? Who did I help? What was something I could have done better?"



Be specific

A generic thank you doesn't feel genuine and fails to reinforce the behavior you want to see from your team. Be specific about the behavior, idea or contribution they made. What gets recognized, gets repeated.



Create space

Encourage peer to peer recognition. A quick huddle, a peer appreciation board, or accomplishments spotlight will ensure that recognition stays top of mind for your team. Just one minute of time spent on recognition can invigorate and energize.

Northwell stories

Irene Macyk

Chief Nursing Officer, North Shore University Hospital



*We recognize that team members are gathered for photos; please refer to our Northwell Health [PPE Policy](#) for infection prevention guidelines.

"My approach to recognition is rooted in the *authentic leadership model*, which focuses on leading with heart, purpose and cultivating genuine long term relationships with team members. I really get to know people, and what and who is important to them. Rather than sending a thank you note via email, I'll **hand-write a note**, and instead of addressing it to the team member, I'll address it to their child, spouse, partner or parent. I find this deepens our connection and makes the recognition of their accomplishments even more meaningful. It amplifies their pride, and demonstrates to their loved ones how special the work is that we do."

Surprise recognition huddles

North Shore University Hospital
& South Shore University Hospital



- Patient facing areas can showcase patient experience comments and compliment letters to identify team members living our values.
- Coordinate with your team to organize a surprise huddle for the team member complimented by patients and/or families.
- **At the huddle, read the patient comment aloud**, discuss the value or how they've exhibited the culture of care and then announce who the compliment is about!
- Invite the team and those in attendance to add their own comments or positive sentiments about their colleague.
- After **surprising the team member**, take a picture and post it in your department, (South Shore adds a fun fact about each team member as a personal touch).
- Leverage myRecognition to award points to the team member if budget allows. Alternatively, send a certificate tied to one of our values.

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Success stories *and inspiration...*

Celebrating the team!

Long Island Jewish Medical Center (LIJ)



LIJ's Executive Director Michael Goldberg uses his Instagram account @MichaelHGoldberg to connect with and recognize team members in a friendly, transparent and informal way – making his style of leadership approachable and personal. With close to 4,800 followers, Michael leverages the platform to: (1) spotlight team members based on recommendations from managers and colleagues, (2) engage and recognize team members on the floors in real-time, (3) celebrate work anniversaries and other milestones, and (4) celebrate national recognition days.

"When you work in a 24/7 hospital-setting and a majority of the staff are not in front of a computer you have to get creative! Our team members are out on the floors caring for and engaging with our patients, visitors and community members and not always connected to email -- and that is why I try to go to them."

Michael doesn't just post in the hospital; he takes it home. "Sharing some family moments, and our mission in the community and at our kitchen tables lets our team members know we are all in this together," says Michael.

In addition, Michael hosts a Sunday night Q&A session with his followers. Staff and community members are able to get answers to their questions, on the spot, in this Sunday night ritual.

Check it out <https://www.instagram.com/michaelhgoldberg/> – you don't have to work at LIJ to know what's happening #insideLIJ. All are welcome!

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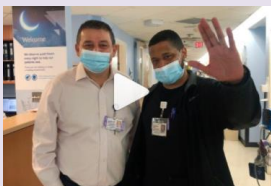
Healthcare hero stories

Staten Island University Hospital

In June 2020, inspired by LIJ Executive Director Michael Goldberg, Dr. Brahim Ardolic, Executive Director of SIUH launched his Instagram account @bardolicmd_ to: (1) spotlight different team members from across the hospital in the weekly "Healthcare Heroes Series" and highlight their contributions to the team and community, (2) connect with team members in a more personal way, and (3) to highlight new services and providers.

When choosing which healthcare heroes to spotlight, Dr. Ardolic receives recommendations from directors/managers of team members who go above and beyond. This initiative gives him the opportunity to connect with and learn more about the SIUH team.

"Our Healthcare Heroes Series is a tremendous opportunity to recognize our team members who do both some of the most visible work and some of the things that don't get recognized. We have heroes in all these areas and in some that I may not have realized," says Dr. Ardolic.



Acknowledge life events

Birthdays, graduations, marriages, births, professional certifications and work anniversaries are just a few of the special events that should be remembered, acknowledged and celebrated. E-greetings can be sent from the myRecognition platform by team members and leaders.



Celebrate healthcare recognition day/weeks/months

The majority of healthcare professions have a nationally recognized day, week or month reserved to celebrate their contributions. Research the dates reserved for your team, and involve your team in planning a celebration. Visit the [myRecognition](#) platform to learn more.



Send certificates and award points

Leverage the [myRecognition](#) platform to recognize your team, and encourage peer recognition as well. Award certificates, write thank you notes and award points that team members can save or redeem for gifts to honor their contributions.



Create a gratitude wall or kudos board

A regular gratitude practice can be a powerful tool for creating positive energy and connection across your team. Whether it's a gratitude board with post-its in a breakroom, a virtual chat, or a quick team huddle, staying grounded in gratitude, particularly for one another, is a great form of recognition. Virtual kudos boards are a great way to engage virtual teams, or team members across shifts to celebrate or recognize a colleague, welcome a new team member, or bid someone a fond farewell.



Create a department specific recognition program

Engage your team members in designing a recognition program for your area/department. It could be something simple, like a team member of the month program, or your team may come up with something more creative than you could have imagined.



Good old fashioned thank you notes

Thank you notes, whether in the form of an email, e-card or even a post-it left on your team member's work station can be a great way to express your gratitude to team members who prefer more private recognition.